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# Critical Access Hospital Conference

2005 NW Regional

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Eastern WA Area Health Education Center  
PO Box 1495  
Spokane WA 99210-1495

WASHINGTON STATE UNIVERSITY  
EXTENSION

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Permit #90

## 2005 NW Regional Critical Access Hospital Conference

**Wednesday, March 23, 2005  
Red Lion Hotel at the Park  
Spokane, WA**



# QUALITY & SUSTAINABILITY

**Sponsored by State Offices of Rural  
Health for WA, ID, OR & AK  
and the WA State Hospital Association**



## CONFERENCE OVERVIEW

The 2005 conference will bring together administrators, chief financial officers, business office managers and billing personnel, chief nursing officers, quality improvement staff, and clinicians from throughout the Northwest region to share, plan, and maximize the opportunities offered under Critical Access Hospital status.

The conference will focus on quality & sustainability issues and provide participants with practical resources, benchmarks and tools applicable to the Critical Access Hospital.

## SPEAKER LIST

**Marcia Brand**, Director, Federal Office of Rural Health Policy, Washington DC

**Steve Hirsch**, Federal Office of Rural Health Policy, Washington DC

**Alma Hardy**, Health Insurance Specialist/Rural Health Coordinator, CMS Region X, Seattle, WA

**Bill Sexton**, Chief Executive, Providence North Coast Service Area, Seaside, OR

**Robyn Cooke**, American Hospital Association, Washington DC

**Stacy Aguas**, OMPRO, Portland, OR

**Karen Atherton**, Qualis Health, Anchorage, AK

**Julie Ausman**, Medicare NW, Portland, OR

**Leslie Barnette**, WA Qualis Health, Seattle, WA

**John Bringham**, Petersburg Medical Center, Petersburg, AK

**Jane Burgman**, Qualis Health Idaho, Boise, ID

**Lori Craft**, Mutual of Omaha, Seattle, WA

**Cheryl Damstetter**, Columbia Valley Community Health Center, Wenatchee, WA

**Day Egusquiza**, AR Systems, Inc., Twin Falls, ID

**Tammy Ewers**, Noridian, Seattle, WA

**Elizabeth Floersheim**, WA Rural Healthcare Quality Network

**Geri Garten**, Bonners County Community Hospital, Bonners Ferry, ID

**Brian Gilbert**, Wrangle Medical Center, Wrangle, AK

**Carol McCluskey**, Shoshone Medical Center, Kellogg, ID

**James Nania**, Spokane Emergency Medicine Associates, Spokane, WA

**Larry Peterson**, Lake Chelan Community Hospital, Chelan, WA

**George Pink**, North Carolina Rural Health Research Center, Chapel Hill, NC

**Larry Thompson**, East West Consulting, Bellingham, WA

**Michelle Vest**, Westcoast Consulting Group, Bellevue, WA

## OBJECTIVES:

Identify resources and tools that can be employed to measure and improve patient care quality in CAHs.

Understand how financial benchmarks can be used as a tool to increase CAH sustainability.

Identify tools to increase accuracy and streamline billing processes.

Describe collaboration models and partnerships which enhance the viability of rural healthcare systems.

## CONTINUING EDUCATION CREDIT

A certificate of attendance will be provided to all participants which can be used to claim continuing education credits from professional associations and state licensing boards.

## HOTEL INFORMATION

Conference rates have been arranged and are guaranteed through Saturday, March 26 at the Red Lion Hotel at the Park and the Red Lion River Inn. Call 800 733-5466 to register at either hotel. Reference the NW Regional Rural Health Conference to obtain the special rates by February 25, 2005.

### **Red Lion Hotel at the Park**

*Conference headquarters*

303 W North River Drive, Spokane

Main Wing/Tower-Single \$90

Main Wing/Tower-Double \$100

Executive Wing-Single/Double \$100

Parkside Grand-Single/Double \$100

### **Red Lion River Inn**

*Two blocks east of conference headquarters*

700 N Division, Spokane

Single \$79

Double \$89

Registration fee is \$30



2005 NW Regional CAH Conference  
**CAH QUALITY & SUSTAINABILITY**  
Wednesday, March 23, 2005

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8:00-8:50 AM

**Registration & Breakfast**

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8:50-9:00 AM

**Welcome**

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9:00-10:00 AM

**Plenary Session**  
**Marcia Brand, Federal Perspective on Quality & Sustainability**  
**Steve Hirsch, Overview of the FLEX Program**

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10:00-10:30AM

**NETWORKING BREAK**

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10:30-11:45 AM

<b>Quality Track</b>	<b>Sustainability Track</b>	<b>CAH Billing Track</b>	<b>CAH Partners Track</b>
<b>WA Quality Initiatives</b> <i>RHQN Director (invited)</i> <i>Elizabeth Floersheim</i>	<b>WA CAH Benchmarking Results</b>  <i>Larry Thompson</i>	<b>CAH Billing 101, Part I</b>  <i>Day Egusquiza</i>	<b>Telehealth &amp; EMS: Working Together</b>  <i>James Nania</i>

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11:45 AM-12:45 PM

**LUNCH**  
*Bill Sexton, Robyn Cooke* **The Quality Initiative: What it Means for Rural Hospitals**

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12:45-1:00 PM

**BREAK**

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1:00-2:15 PM

<b>ID CAH Collaborative</b>  <i>Jane Burgman,</i> <i>Geri Garten,</i> <i>Carol McCluskey</i>	<b>Putting Financial Benchmarks to Use</b>  <i>Michelle Vest</i>	<b>CAH Billing 101, Part II</b>  <i>Day Egusquiza</i>	<b>Community Health Centers &amp; CAH Collaboration: Successful Models</b> <i>Larry Peterson,</i> <i>Cheryl Damstetter,</i> <i>Brian Gilbert</i>
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2:15-2:30 PM

**BREAK**

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2:30-3:45 PM

<b>Medicare Quality Improvement Dialogues</b> <i>Stacy Aguas, OR</i> <i>Karen Atherton, AK</i> <i>Leslie Barnette, WA</i> <i>Jane Burgman, ID</i>	<b>National CAH Financial Indicators</b>  <i>George Pink</i>	<b>Meet your Medicare Fiscal Intermediary</b> <u>Medicare NW:</u> <i>Julie Ausman</i> <u>Mutual of Omaha:</u> <i>Lori Craft</i> <u>Noridian:</u> <i>Tammy Ewers</i>	<b>Recruitment &amp; Retention Challenges</b>  <i>John Bringham</i>
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3:45-4:30 PM

**Closing Plenary Session**  
**Alma Hardy, CMS Update**

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5:30-7:30 PM

**NW Regional CAH/NW Regional Rural Health Conferences Reception**

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# CONFERENCE REGISTRATION INFORMATION

## Registration Fee:

**The conference registration fee is \$30**

The fee includes breakfast, lunch, breaks and all materials.

There will be no refunds once the fee is paid, however, substitutions are welcome.

**Registration by  
March 16, 2005  
is preferred.  
There will be limited  
on-site registration,  
space permitting.**

## Registration Information

Name \_\_\_\_\_ Degree \_\_\_\_\_

Title \_\_\_\_\_

Organization \_\_\_\_\_

Mailing address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

(Registration confirmation will be sent to the email address, if provided)

## Payment

☐ Check (payable to Washington State University)

☐ Purchase Order (number required) \_\_\_\_\_

☐ Credit Card ☐ VISA ☐ Mastercard

Card Number \_\_\_\_\_ Exp. date: \_\_\_\_\_

Card Name \_\_\_\_\_

Cardholder Signature \_\_\_\_\_

☐ I request a vegetarian meal.

☐ Check here if you require special accommodations. Please contact the conference office at least two weeks in advance of the conference date.

☐ I give permission to WSU to publish my contact information in the conference materials. WSU will not sell, share or otherwise use this information for any other purpose.

## For information

509.358.7640

800.279.0705

509.358.7647 fax

ahec@wsu.edu

ahec.spokane.wsu.edu

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## PLANNING COMMITTEE

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